

**HUMAN SERVICES AREA COORDINATOR**  
**Bi-lingual - Spanish**

**POSITION DESCRIPTION**

As a Human Services Area Coordinator under the general supervision of the Area Administrator, this position provides administrative, fiscal and program supervision for Wisconsin Works (W-2) and Related Programs to W-2 agencies that the Division of Workforce Solutions (DWS) contracts with in Milwaukee County. In this capacity, the Human Services Area Coordinator, in concert with the Area Administrator, plans, directs and coordinates the provision of contract management, technical assistance, program support, monitoring and evaluation for all W-2 and Related Programs for assigned geographic regions within Milwaukee County. The Human Services Area Coordinator is responsible for assuring that services of high quality are integrated, available, accessible and efficiently delivered to people who apply for or are receiving W-2 services. This position provides program monitoring for Limited English Proficiency (LEP) applicants and participants served by W-2 agencies in Milwaukee County. This position provides bilingual interpretation and translation services as needed in Spanish.

<b>TIME %</b>	<b>GOALS AND WORKER ACTIVITIES</b>
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| 40% | <p>A. Promote the development of a comprehensive, coordinated system of W-2, FSET and Child Care services in the region and monitor for compliance.</p> <p>A1. Monitor W-2 agencies to ensure the provision of high quality W-2 and Related Program services to local Spanish speaking applicants and participants.</p> <p>A2. Ensure that all W-2 and Related Program services provided by local W-2 agencies are available to applicants and participants in Spanish.</p> <p>A3. Consult with the Milwaukee County Ombudsperson and assist in resolving all complaints received by the Ombudsperson from a Spanish speaking applicant or participant of W-2 and Related Program services.</p> <p>A4. Disseminate information concerning new or changed statutes, administrative rules, and division policy relating to W-2 and Related Programs. Ensure that W-2 agencies make Spanish speaking applicants and participants aware of these new requirements and changes through appropriate translation services and/or translated materials.</p> <p>A5. Monitor local W-2 agency performance to assure conformance with the W-2 and Related Programs contracts and budgets.</p> <p>A6. Recommend modifications to the W-2 and Related Programs contracts and budgets designed to improve the cost effectiveness of local agency operations.</p> <p>A7. Promote the coordination of W-2 and Related Programs services with child welfare, medical assistance, FoodShare, other workforce development services, and other programs and services within Milwaukee County and the Workforce Development Area.</p> <p>A8. Provide consultation and technical assistance to local W-2 agencies to ensure compliance with performance indicators.</p> |
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- A9. Utilize computer systems, including CARES, CARES Worker Web, EOS, Webl and CORE.
  - A10. Monitor W-2 agencies for compliance with federal/state statutes, policies, rules, regulations and lawsuits related to the W-2 and Related Programs.
  - A11. Develop and implement corrective action plans as necessary.
- 20% B. Provision of technical assistance, monitoring and evaluation to ensure compliance of TANF/W-2 and Child Care support programs with all federal and state legislative rules, regulations and policies.
- B1. Maintain oversight of local W-2 agency administration of contracted services through day-to-day interaction with W-2 agency program staff and managers. Bring any compliance problems noted to the attention of appropriate local staff W-2 agency staff. Assist agencies in taking necessary corrective action as necessary.
  - B2. Perform quality assurance reviews and formal performance reviews of W-2 agency programs against performance standards, regulations, and lawsuit requirements.
  - B3. Perform reviews of local W-2 agencies' Affirmative Action Plans and ensure that agencies are in compliance with Title VI and VII of the Civil Rights Act.
  - B4. Develop a regional monitoring and technical assistance work plan.
  - B5. Assure that local W-2 agencies are in compliance with Section 504 of the Rehabilitation Act of 1973 which requires that persons with handicaps have access to program services and buildings.
- 20% C. Assist in provision of administrative, fiscal and program supervision as it relates to W-2 and Related Programs and Child Care.
- C1. Provide assigned W-2 agencies with information, program and policy interpretation and technical assistance in implementing federal and state funded W-2 and Related Programs.
  - C2. Review and analyze local W-2 program delivery and administration in order to reinforce strengths and correct weaknesses especially as these relate to provision of services to Spanish speaking W-2 applicants and participants.
  - C3. Facilitate coordination and cooperation between the W-2 agencies, Milwaukee County and other state and county entities to ensure the effective and efficient delivery of W-2 and Related Services to Spanish speaking W-2 applicants and participants in Milwaukee County.
  - C4. Serve as the primary point of contact in the Milwaukee Regional Office (MRO) for coordination in DWS between the Bureau of W-2 (BW-2) and the Bureau of Migrant, Refugee and Labor Services (BMRLS).

- C5. Monitor and evaluate local programs. Provide W-2 agencies with feedback, especially as it relates to the provision of culturally competent services for Spanish speaking W-2 applicants and participants.
  - C6. Provide technical assistance and procedural information to W-2 agencies during periods of transition, new program implementation and budget adjustments.
- 10% D. Assist in the implementation and oversight of state-supervised/county-administered programs in the area of W-2 and Related Programs and Child Care.
- D1. Participate in development of the regional work plan designed to assist W-2 agencies in the implementation and maintenance of high quality services for Spanish speaking W-2 applicants and participants.
  - D2. Promote coordination and communication between W-2 agencies, Community Steering Committees (CSC), Children Services Networks (CNS), the Bureau of Milwaukee Child Welfare (BMCW) and the public workforce systems to specifically address the needs of Spanish speaking W-2 applicants and participants.
  - D3. Develop corrective action strategies aimed at quality improvement and assist W-2 agencies in their implementation.
  - D4. Advocate, promote and assist W-2 agencies in the development of initiatives to meet special or unique community needs for the Spanish speaking W-2 applicants and participants.
  - D5. Assist local W-2 agencies in the maintenance of quality services and in the implementation of new State initiatives.
- 10% E. Provision of information to Area Administrator for policy and program improvement.
- E1. Review reports submitted by other MRO staff for the purpose of identifying problems and analyzing causes and trends in problems related to the provision of W-2 services to Spanish speaking W-2 applicants and participants.
  - E2. Provide information as requested to the Area Administrator for agency oversight and program improvement.
  - E3. Participate in regularly scheduled and special administrative meetings; serve on work groups to develop recommendations for division/regional policies and practices, as well as undertake special assignments, investigations and studies as directed by the Department.
  - E4. Provide consultation to other MRO regional staff regarding cultural issues pertaining to W-2 service delivery to Spanish speaking applicants and participants.